

## CORE PLUS:

- Offers conflict management skills, practices, and processes for raising issues, improving communications, resolving concerns, and solving problems
- Is fair, impartial, and confidential
- Is available at any time and to all employees

## OTHER CONFLICT MANAGEMENT TOOLS:

- Training—Getting to the CORE of Conflict, Getting to the CORE of Communications, Getting to the CORE of Generations in the Workplace, Getting to the CORE of Cultural Competency
- Team-Building Exercises—Strengthen the cohesiveness and trust within your team
- Organization Development Exercises—How to grow and change an organization for the future



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RESOLUTION

CORE PLUS

FINDING THE  
RIGHT PROCESS  
FOR YOU

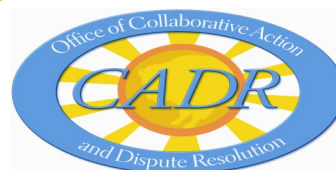
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U.S. DEPARTMENT OF  
THE INTERIOR



# HELPING YOU FIND A RESOLUTION TO YOUR CONFLICT

## MEDIATION:

A process in which an impartial practitioner (mediator) who has no decision-making authority assists the parties in a dispute to reach a mutually acceptable resolution of the issues in dispute.

## FACILITATION:

A process in which an impartial practitioner (facilitator) assists to improve the flow of information between parties or helps a group move through a problem-solving process to reach group decisions, achieve stated goals, or to resolve or improve a situation. A facilitator generally becomes less involved in the substantive issues than a mediator.

## CONFLICT COACHING:

A one-on-one voluntary and confidential process that combines ADR and coaching principles. An individualized method for helping one person develop skills and strategies to constructively manage interpersonal conflicts.

## TRAINING:

Training on topics such as Conflict Management Skills, Communication Skills, Emotional Intelligence, Cultural Competency and Interest-Based Negotiation provides individuals with tools to proactively and effectively

manage and resolve conflicts at the earliest opportunity and the lowest possible level.

## CLIMATE ASSESSMENT:

The engagement of an impartial practitioner to conduct confidential interviews, written surveys, or focus groups to assist management and group members gain a clearer understanding of a situation, identify areas where things are working well and areas where improvements are possible, and determine any steps or processes that could help resolve or improve the situation.

## CORE PLUS PROCESSES:

- Offer a wide range of possibilities
- Are tailored to serve your needs
- Utilize impartial, neutral third parties
- Are confidential
- Allow you the opportunity to play a part in resolving the issue

## CONSULTATION:

This is an informal one-on-one meeting or discussion with an impartial neutral third party to allow a venue for deliberation, discussion, or decision by an employee or manager considering his or her options.

## COOPERATIVE PROBLEM SOLVING:

This is an informal technique that does not require the assistance of an impartial neutral practitioner, in which the parties recognize that a problem or dispute exists and agree to work together to resolve the conflict or dispute through collaboration rather than competition in order to avoid the negative impacts that could otherwise occur. If cooperative problem solving proves too difficult or does not resolve all of the issues, the parties may seek impartial third party assistance.

## CONCILIATION:

This process involves an impartial third party who assists the parties to address tensions or hurt feelings, resolve issues of concern, improve communications, clarify misunderstandings and build a more positive working relationship.



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